

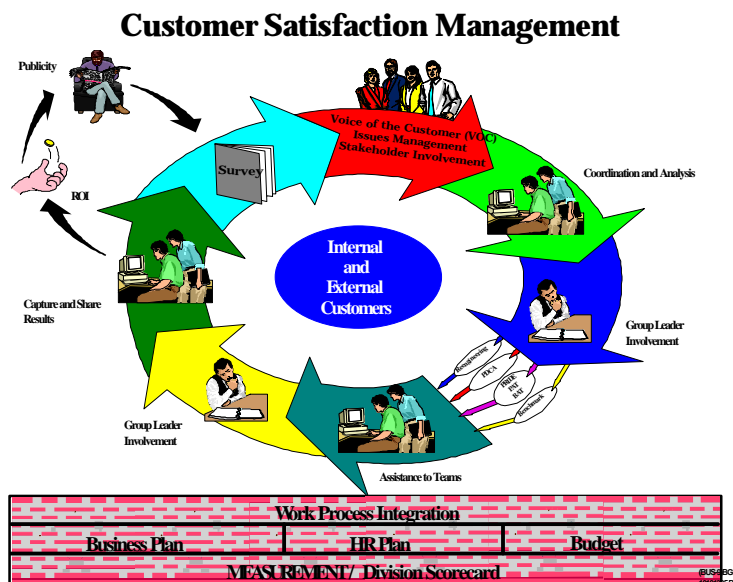
# ROQ

*Return on Quality*



## CSM Model Presented to Tri-Labs

The Customer Satisfaction Management (CSM) Model has been presented to representatives of the UC Laboratory Administration Office, Lawrence Livermore, and UC Berkeley. Representatives of these institutions were particularly impressed with the VOC approach utilized by BUS. All parties concerned indicated a preference to use this VOC approach in their efforts to obtain customer feedback under two key FY97 Appendix F measurements in the areas of finance and procurement. The Quality Support Office has also been contacted by the DOE Undersecretary of Environmental Management, asking for training and assistance in implementing our VOC methodology in their arena. As DOE-complex interest grows, the likelihood that LANL will become the center of excellence for VOC increases.



## BUS Division Quality Support Office

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